

A. Policy Statement:

It is the policy of Watermark Retirement Communities, LLC (WRC) and its affiliates to require all associates, visitors, vendors, or other third parties to sign in and out using a single point of entrance at the community for the safety and wellbeing of the community.

B. Procedure:

I. COVID-19 Restrictions and Requirements

- a. The community will follow the Department of Public Health, Centers for Medicare and Medicaid Services (CMS), licensing agency, or state requirements and guidance applicable to the community. It is up to the Executive Director and Community Life Director to verify the most current requirements and guidance.

II. Procedure for Entry

- a. Each community shall have a single point of entry for all visitors, vendors, third parties, and associates. Where available, an Accushield kiosk shall be placed at the single point of entry to screen and record these individuals entering and exiting the community. Where the community has multiple buildings, the community may designate additional points of entry for each building. An Accushield kiosk must be located at any point of entry.
- b. All visitors, vendors and associates must sign in and sign out using the Accushield system.
- c. Residents should be encouraged to sign in and out using Accushield. The community shall not provide keys to exterior doors to resident family members or third parties.
- d. The Executive Director and/or designee shall ensure the community has designated associates to screen associates 24 hours per day, and is able to screen visitors and vendors during designated hours.

III. Signage

- a. The Executive Director and/or designee shall ensure Accushield signage is displayed.

IV. Training and Designated Screener

- a. The Executive Director shall ensure the Screener has received training on the Accushield system and reviewed and attested to this policy.

V. Screening Questions for COVID-19

- a. All visitors, vendors, and associates shall be screened for COVID-19 as required by Watermark policy and/or state laws and regulations.
- b. All Accushield kiosks are automatically populated with standard screening questions. Each community may have unique questions it is required to ask, as determined by the laws and regulations for its location, which may be entered into the kiosk in addition to the standard screening questions.
- c. The Executive Director is responsible for monitoring federal, state and local regulations, executive orders, and agency orders related to screening questions for COVID-19 and proposing draft language for the Accushield system to meet those requirements. Draft language shall be sent to the community's Managing Director and assigned Regional Director of Health Services for approval before it is uploaded into the Accushield system.

- d. If an associate, visitor or vendor answers YES to one of the COVID-19 screening questions or has a temperature above the designated threshold, that person should be asked to leave the community immediately, unless a response was provided in error (see below on Overrides).
- e. **Alerts:** In the event an associate, visitor or vendor answers YES to one of the COVID-19 screening questions or has a temperature above the threshold, the Accushield system will send an alert to cell phone numbers and/or Watermark email addresses when available for designated directors or associates in the community. The Executive Director is responsible for:
 - Ensuring the phone numbers listed for the community contacts are current;
 - Ensuring there is coverage for alerts 24 hours per day; and
 - Training associates who are to receive alerts on their obligation to respond in the event of an alert.
- f. **Overrides:** An override may be entered only to correct a mistaken response. If someone answers a screening question with a YES but meant to answer NO, the override system can be used. Before entering the override code, the screening associate must speak with the person signing in to verify the answer was selected in error and shall make a note in the Accushield system stating what occurred.
- g. **Overnight/“After Hours” Coverage:** The Executive Director is responsible for establishing a process for associate coverage of the Accushield system across all shift changes.

VI. Badges

- a. Name badges printed by the Accushield kiosk shall have Watermark logo printed on them.
- b. All visitors and vendors are required to wear their Accushield name badge at all times while in the community. Associates are required to wear their community-issued badge at all times.
- c. All associates in the community are responsible for notifying a member of the leadership team up when someone is not wearing a badge and/or escorting the person to the front desk to properly sign in.
- d. **Use Correct Badge Tape Rolls:** Accushield supplies a specific badge tape that does not leave residue on the rollers or blade of the printer. Using any other badge tape will void any equipment warranty.

VII. Visitors and Vendors Procedure

- a. All visitors and vendors must sign in to access the community.
- b. Visitors and vendors must identify the resident they are visiting. Third party caregivers must identify all residents they are visiting when signing in.
- c. All visitors, vendors, and associates must sign out before leaving. The community should designate someone to run a report at least once per day to identify any visitors who have not signed out in 12 hours.
- d. The Executive Director and/or designee shall follow up on all visitors who have not signed out in 12 hours by calling the resident the person was visiting or going to the resident’s room in person. If the visitor has already left the building, the associate should sign the person out in the Accushield system.

VIII. Residents Procedure

- a. Residents leaving the building should be asked to sign in and out. This is important in the event there is an evacuation. In some states, whether a resident signs out when leaving the building is relevant to whether it is considered an elopement.

- b. The Executive Director shall designate an associate(s) to run a report every evening after the start of dinner time to determine if there are any residents who signed out earlier in the day and have not yet signed back in. Resident who have not signed back in for a period of 24 hours or more should be called to determine whether they returned to the community but did not to sign back in.
 - **For residents who returned but did not sign in**, the concierge or designee shall mark the resident as returned. Residents should be reminded about the importance of using the sign-in/sign-out procedure.
 - **For residents who signed out and have not returned:**
 - **Assisted Living Residents:**
 - The screener shall notify the Executive Director and Administrator/Program Director; if none available, notify the supervisor on duty;
 - The Executive Director or Administrator/Program Director shall determine whether elopement protocols should be initiated and follow up as appropriate based on the resident’s care needs and known behaviors.

IX. Supplies

- a. The Executive Director and/or designee shall ensure the following supplies are available:
 - Hand sanitizer
 - Disinfecting wipes approved for technology use and EPA approved, see below cleaning
 - Badge tape
 - Stylus back stock
 - Medical masks

X. Cleaning Accushield Kiosks

- a. All Accushield components shall be cleaned and disinfected 3 times per day, when touched other than with the provided stylus, or more as necessary.
- b. The cleaning guide is in the Document Center (WRC-RM-G068).

XI. Temperature Calibration of the Accushield Kiosk

- a. Thermometers recalibrate each time the infrared thermometer is turned on for autoscan, per manufacturer instructions, no additional calibration is required.

XII. Audits

- a. The community shall designate an associate(s) to conduct monthly audits to ensure all associates assigned to work were signed in through the Accushield system, document the audit, and provide to the Executive Director for necessary follow up.

XIII. Requests for Accushield Screening Logs

- a. In the event the community needs to produce a screening log to a surveyor, it should be printed from the Accushield system. If the community receives a request for a copy of a screening log from any other party, the associate receiving the request must notify the Executive Director. The Executive Director shall send a copy of the request to risk@watermarkcommunities.com and await further direction.

XIV. Power or Internet Outage

- a. In the event of a power or internet outage within the community, the community shall check-in every resident, visitor, or vendor through paper logs at the front concierge desk using the following headings:

Date / Name / Room /Apartment Number / Time In / Time Out

XV. Procedure Applicable to All Visitation Related to COVID-19

- a. The following procedure shall be followed absent state, federal or local regulations and/or guidance that applies. For example, if the community's licensing agency provides written rules or guidance for indoor dining but does not speak to indoor visitation, the community shall follow the licensing agency's rules or guidance with respect to indoor dining and follow the below with respect to indoor visitation.
- b. Identify visitation days and hours, and create a system for sign up process. Communicate the process to residents and families. Ensure visitation can be supervised by reviewing associate schedule for availability prior to designated dates and times.
- c. All visitors will be screened, and temperature taken upon arrival per Watermark's COVID-19 Community Entrance Screening policy (WRC-RM-P171).
- d. The community will ensure the availability of a hand sanitizing station for use before and after the visit. All residents will sanitize their hands prior to building re-entry.
- e. Both residents and visitors will wear a surgical mask or cloth face covering for the duration of the visit. Visitors may be required to supply their own face coverings and visitors will be notified about this expectation prior to the visit.
- f. Designated associate(s) will provide oversight as needed, ensuring visitors have sanitized their hands and they are wearing facemasks per Watermark's COVID-19 Community Entrance Screening policy (WRC-RM-P171). They should oversee any required cleaning and disinfecting of visitor areas per Watermark's Infection Control – Cleaning & Disinfecting policy (WRC-RM-P118), ensure residents' hands are sanitized prior to building re-entry and promote social distancing, during visits to protect the safety of other residents. This supervision could take place at the screening/sanitation station to enable one staff person to monitor multiple visits at one time.
- g. No food/beverage/tobacco shall be permitted during visitation due to continued mask requirements
- h. Pets will allowed per state and local guidelines and will follow the Visiting Pet policy WRC-RM-P159.
- i. Surfaces in the visitation area will be sanitized according to Watermark's Infection Control – Cleaning & Disinfecting policy (WRC-RM-P118) between visits. This includes seating, tabletops and any other surfaces likely to be touched during the visit.
- j. The visitation area will include seating for the resident and the amount of visitors your state and local regulations and guidance allows, at no less than 6-foot spacing that is visibly segregated (e.g., with yellow tape, roped off or otherwise clearly marked) if separation is required given vaccination status of resident and visitor per regulatory guidance. If a community chooses to install physical barriers such as Plexiglas, closer spacing may be permissible. The visitation area will be a non-smoking area.
- k. Visitors should arrive promptly and remain in their car if early until appointed time and respect visit time limits. Residents and visitors should remain in the visit area for the duration of their visit. The permitted ages of visitors will be determined by Executive Director or current state and local guidelines.
- l. Visit duration and number of visitors per visit will be determined by the Executive Director and communicated to residents and families.
- m. Visitors declining to adhere to the infection prevention measures identified in this policy may be removed from and denied access to the community.

XVI. Indoor Visitation Procedure Related to COVID-19

- a. Indoor visitation may be allowed if the following criteria as well as the previous requirements are met:
- b. Visitors screened via the visitor screening log.
- c. The contact between visitor and community is minimized
- d. Masks are worn by both resident and visitors for entire visit
- e. Usual screening, hand sanitizing, and distancing requirements are followed
- f. Visitation takes place in a dedicated space where enhanced cleaning takes place as defined in WRC-RM-P118.
- g. Follow local regulatory guidance if it is less restrictive than this policy.

XVII. Outdoor Visitation Procedure Related to COVID-19

- a. Outdoor visitation area should be accessible without the visitor having to enter the building. To the degree possible, outdoor areas should be shaded and weather-tolerant, to allow visitation even during inclement weather. The area should be separate from the employee smoking/break area. If you do not have adequate outside covered space to provide multiple visits at one time, consider the purchase of a few collapsible pop up tents that offer an overhead cover. Once all outside venue options are exhausted, Executive Directors can work with their Managing Director and/or Task Force member to set-up appropriate indoor accommodations.

XVIII. Visitation Procedure for Independent Living Only:

- a. Independent Living Residents are able to have open visitation/in room visitation. Communities should encourage residents and their visitors to observe the following:
 - i. Adhere to core safety elements (masking, distancing, hand sanitizer, not ill).
 - ii. No congregating in public areas / no “non-prescheduled” drop in use of visitation areas.
 - iii. Two (2) guests per resident, screened if coming through community to get to Independent Living apartment.
 - iv. No “unescorted wandering” to apartment and back out – each community determines if escort is needed or if hours are limited.
 - v. Residents may come and go at will in Independent Living following core safety elements.
 - vi. No quarantine upon return / after visits.

XIX. For Watermark Resources Visiting Communities

- a. Resources should review the following guidelines to assist in planning their visits to communities:
 - i. Ensure visits have a clear purpose and need. Any work that can be done remotely should be and visits should be reserved for items that require on-site presence.
 - ii. Negative COVID-19 test of no more than 3 days prior to community visit shared with community Executive Director if Resource if not fully vaccinated for Covid-19. If fully vaccinated no test prior to visitation is required unless regulatory requirement for location.
 - iii. If a resource will regularly visit communities, regular testing at weekly or bi-weekly intervals is requested if not fully vaccinated for Covid-19.
 - iv. The Resource must submit their COVID-19 vaccination status to the Executive Director and confirm no testing is required by regulatory body.

XX. These additional safeguards apply for all communities and may change due to the fluid restrictions of state and county authorities:

- a. Resources should confirm their visit parameters meet state and local government guidelines prior to the visit.

- b. Visits must be pre-arranged and approved in advance with the Managing Director and Executive Director of the community.
- c. Social distancing is observed at all times.
- d. Visits are allowed in public areas of the community. At this time, Resources are not permitted to visit resident apartments nor in areas where congregant activities are in progress. Tour paths will minimize using doors or touching other surfaces to prevent contact. Exceptions to this guideline can be made on a case by case basis if cleared by the Executive Director.
- e. Resources will receive a medical grade mask daily that is to be worn at all times during the visit. Cloth masks or gators are not allowed.
- f. Resources must check-in and out with the Executive Director or designee upon entry and exit of the community daily.

C. Definitions:

Screener: Associate assigned to check individuals entering the community for fever and symptoms of COVID-19, illness, or for exposure risks.

Cleaning: The removal of dirt and impurities from surfaces. Cleaning does not kill germs.

Disinfection: Using chemicals to kill germs and viruses on surfaces.

Visitor: All non-associate, including but not limited to vendors, hairstylists, educators, entertainers, volunteers.

Vendors: Persons who provide services to the community but are not employed by Watermark and/or the community. A vendor is a visitor to the community.

Fully Vaccinated: An individual is considered fully vaccinated when 2 weeks have passed since the administration of the last immunization for Covid-19 in the series of 2 injections if receiving a 2 injection series, or 2 weeks have passed from the single injection of a single injection immunization.

D. References

Accushield Care and Cleaning Guide—WRC-RM-G068